

OIP EPTO-1449, Adapted

JUL 09 2006

LIST OF INFORMATION DISCLOSED BY APPLICANT

(Use several sheets if necessary)

ATTY.CKET NO. 07117.10501	SERIAL NO. 10/733,137	FILING DATE December 11, 2003
APPLICANT Baggenstoss et al.		GROUP 2614

U.S. PATENT DOCUMENTS

EXAMINER INITIAL		DOCUMENT NUMBER	DATE	NAME	CLASS	SUBCLASS	FILING DATE IF APPROPRIATE
R.S	AA	5,278,898	1/11/1994	Cambray et al.	379	266	5/30/1991
R.S	AB	6,704,410 B1	3/9/2004	McFarlane et al.	379	265.05	6/1/2000
R.S	AC	6,856,680 B2	2/15/2005	Mengshoel et al.	379	265.06	9/24/2001
R.S	AD	7,043,193 B1	5/9/2006	Vashi et al.	434	353	8/15/2000
	AE						
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FOREIGN PATENT DOCUMENTS

EXAMINER INITIAL		DOCUMENT NUMBER	DATE	COUNTRY	NAME	TRANSLATION	
						YES	NO
R.S	AK	WO 2006/039670 A2	4/13/2006	PCT	Knowlagent, Inc.		
	AL						
	AM						

OTHER REFERENCES (Including Author, Title, Date, Pertinent Pages, Etc.)

R.S	AN		Genesys; Genesys and SLS Implement a Next Generation Skills Based Routing Solution for O ₂ ; News Release; May 10, 2005
R.S	AO		Silver Lining Solutions; Agent Skills Management for Genesys; Downloaded June 26, 2006 from www.silverlining.uk.net/genesys
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	AQ		

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EXAMINER 	DATE CONSIDERED 1/4/07
EXAMINER: Initial if reference considered, whether or not citation is in conformance with MPEP 609; Draw line through citation if not in conformance and not considered. Include copy of this form with next communication to applicant.	

FORM PTO-1449, Adapted

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ATTORNEY'S OFFICE
07117.105017SERIAL NO.
10733,137FILING DATE
December 11, 2003APPLICANT
Baggenstoss et al.GROUP
~~3642~~ 2614

U.S. PATENT DOCUMENTS

EXAMINER INITIAL		DOCUMENT NUMBER	DATE	NAME	CLASS	SUBCLASS	FILING DATE IF APPROPRIATE
R.S.	AA	5,206,903	4/27/1993	Kohler et al.	379	309	12/26/1990
R.S.	AB	6,584,192 B1	6/24/2003	Agusta, Joseph B.	379	265.12	12/6/1999
R.S.	AC	6,771,765 B1	8/3/2004	Crowther et al.	379	265.09	12/29/1999
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FOREIGN PATENT DOCUMENTS

EXAMINER INITIAL		DOCUMENT NUMBER	DATE	COUNTRY	NAME	TRANSLATION	
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OTHER REFERENCES (Including Author, Title, Date, Pertinent Pages, Etc.)

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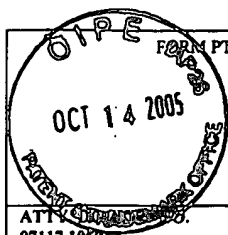
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FORM PTO-1449, Adapted

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ATTY CHAMBERLAIN 07117.103017	SERIAL NO. 10/733,137	FILING DATE December 11, 2003
APPLICANT Baggenstoss et al.		GROUP 2642 2614

U.S. PATENT DOCUMENTS

EXAMINER INITIAL		DOCUMENT NUMBER	DATE	NAME	CLASS	SUBCLASS	FILING DATE IF APPROPRIATE
<i>P.S.</i>	AA	5,239,460	8/24/1993	LaRoche, Nancy J.	364	401	1/3/1991
<i>P.S.</i>	AB	5,299,260	3/29/1994	Shaio, Jack	379	265	7/29/1993
<i>P.S.</i>	AC	5,499,291	3/12/1996	Kepley, Garry D.	379	265	1/14/1993
<i>P.S.</i>	AD	6,278,777 B1	8/21/2001	Morley et al.	379	265	2/17/2000
<i>P.S.</i>	AE	6,356,632 B1	3/12/2002	Foster et al.	379	265.04	12/31/1998
<i>P.S.</i>	AF	6,359,982 B1	3/19/2002	Foster et al.	379	266.06	1/12/1999
<i>P.S.</i>	AG	6,690,788 B1	2/10/2004	Bauer et al.	379	242	9/15/2000
<i>P.S.</i>	AH	6,771,764 B1	8/3/2004	Dezonno, Anthony J.	379	265.02	1/26/2000
<i>P.S.</i>	AI	6,865,267 B2	3/8/2005	Dezonno, Anthony J.	379	265.06	11/27/2001
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FOREIGN PATENT DOCUMENTS

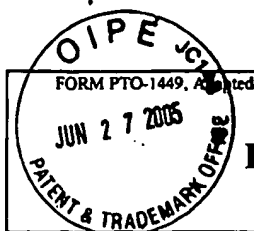
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FORM PTO-1449, A-1

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APPLICANT Baggenstoss et al.		GROUP 2642 2614

U.S. PATENT DOCUMENTS

EXAMINER INITIAL		DOCUMENT NUMBER	DATE	NAME	CLASS	SUBCLASS	FILING DATE IF APPROPRIATE
P.S.	AA	5,513,308	4/30/1996	Mori, Toshiya	395	155	9/1/1993
P.S.	AB	6,340,977 B1	1/22/2002	Lui et al	345	709	5/7/1999
P.S.	AC	2002/0118220 A1	8/29/2002	Lui et al.	345	709	11/20/2001
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FOREIGN PATENT DOCUMENTS

		DOCUMENT NUMBER	DATE	COUNTRY	NAME	TRANSLATION	
						YES	NO.
P.S.	AK	WO 2000/68769	11/16/2000	PCT	Lui et al.		
	AL						

OTHER REFERENCES (Including Author, Title, Date, Pertinent Pages, Etc.)

P.S.	AM	Deloitte & Touche; <i>Tech Trends - 2002 Annual Report</i> ; (2002); Volume 1; pp. 23-26
P.S.	AN	Knoa Software, Inc.; <i>Achieving Enterprise Application ROI by Managing User Performance</i> ; March 2003; pp. 1-12
P.S.	AO	Knoa Software, Inc.; <i>Driving ROI From On-Demand Services</i> ; October, 2003; 6 Pages
P.S.	AP	Knoa Software, Inc.; <i>The knoa Guidance™ Application</i> ; April 2003; pp. 1-12
	AQ	

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FORM PTO-149, 4/2003



LIST OF INFORMATION DISCLOSED BY APPLICANT (Use several sheets if necessary)

ATTY. DOCKET NO.
07117:105017SERIAL NO.
10/733,137FILING DATE
December 11, 2003APPLICANT
Baggenstoss et al.GROUP
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U.S. PATENT DOCUMENTS

EXAMINER INITIAL		DOCUMENT NUMBER	DATE	NAME	CLASS	SUBCLASS	FILING DATE IF APPROPRIATE
R.S.	AA	3,245,157	4/12/1966	Laviana, D.W.	35	9	10/4/1963
R.S.	AB	5,228,859	7/20/1993	Rowe, T. Peter	434	118	12/10/1991
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FOREIGN PATENT DOCUMENTS

		DOCUMENT NUMBER	DATE	COUNTRY	NAME	TRANSLATION	
						YES	NO.
R.S.	AM	WO 2005/011240 A1	2/3/2005	PCT	Baggenstoss et al.		
R.S.	AN	WO 2005/011243 A1	2/3/2005	PCT	Baggenstoss et al.		
R.S.	AO	WO 2005/020546 A2	3/3/2005	PCT	McConnell et al.		
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OTHER REFERENCES (Including Author, Title, Date, Pertinent Pages, Etc.)

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U.S. PATENT DOCUMENTS

EXAMINER INITIAL	DOCUMENT NUMBER	DATE	NAME	CLASS	SUBCLASS	FILING DATE IF APPROPRIATE
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OTHER REFERENCES (Including Author, Title, Date, Pertinent Pages, Etc.)

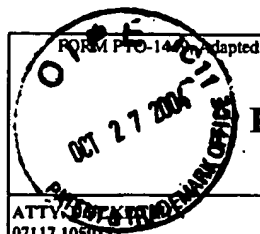
R.S.	AP	Knowlagent; Knowlagent r7 Capabilities and Technologies Overview; June 10, 2004; pp. 1-20
R.S.	AQ	Knowlagent; Marketing document from website; www.knowlagent.com; (August, 2004)

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ATTY. NO. 07117.105077	SERIAL NO. 10/733,137	FILING DATE December 11, 2003
APPLICANT Baggenstoss et al.		GROUP 3642 2614

U.S. PATENT DOCUMENTS

EXAMINER INITIAL		DOCUMENT NUMBER	DATE	NAME	CLASS	SUBCLASS	FILING DATE IF APPROPRIATE
P.S.	AA	5,100,329	3/31/1992	Deesen et al.			11/27/1990
P.S.	AB	6,775,377 B2	8/10/2004	McIlwaine et al.			7/18/2002
	AC						
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FOREIGN PATENT DOCUMENTS

		DOCUMENT NUMBER	DATE	COUNTRY	NAME	TRANSLATION YES NO.
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OTHER REFERENCES (Including Author, Title, Date, Pertinent Pages, Etc.)

P.S.	AP	Affidavit for John McIlwaine dated September 20, 2004
P.S.	AQ	Star Trainer; Simulation Training for Call Center Agents

EXAMINER	DATE CONSIDERED 1/4/07
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FORM PTO-609, Adapted

LIST OF INFORMATION DISCLOSED BY APPLICANT

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APPLICANT NO.
07117.105017SERIAL NO.
10/733,137FILING DATE
December 11, 2003APPLICANT
Baggenstoss et al.GROUP
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U.S. PATENT DOCUMENTS

EXAMINER INITIAL		DOCUMENT NUMBER	DATE	NAME	CLASS	SUBCLASS	FILING DATE IF APPROPRIATE
ES	AA	5,914,951	6/22/1999	Bentley et al.			4/16/1996
ES	AB	6,408,064 B1	6/18/2002	Fedorov et al.			3/31/2000
ES	AC	6,603,854 B1	8/5/2003	Judkins et al.			2/25/2000
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FOREIGN PATENT DOCUMENTS

		DOCUMENT NUMBER	DATE	COUNTRY	NAME	TRANSLATION	
						YES	NO
ES	AN	WO 01/065525 A2	9/7/2001	PCT	McIlwaine et al.		
	AO						

OTHER REFERENCES (Including Author, Title, Date, Pertinent Pages, Etc.)

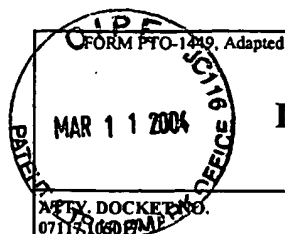
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APPLICANT Baggenstoss et al.	GROUP 2614
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U.S. PATENT DOCUMENTS

EXAMINER INITIAL		DOCUMENT NUMBER	DATE	NAME	CLASS	SUBCLASS	FILING DATE IF APPROPRIATE
R.S.	AA	3,594,919	7/27/1971	De Bell et al.			9/23/1969
R.S.	AB	3,705,271	12/5/1972	De Bell et al.			3/26/1971
R.S.	AC	4,684,349	8/4/1987	Ferguson et al.			7/28/1986
R.S.	AD	4,776,016	10/4/1988	Per K. Hansen			11/21/1985
R.S.	AE	4,853,952	8/1/1989	Jachmann et al.			12/3/1987
R.S.	AF	4,916,726 B1	6/9/1992	Morley et al. (Reexamination Certificate)			9/29/1988
R.S.	AG	5,058,008	10/15/1991	Karl H. Schumacher			10/3/1989
R.S.	AH	5,110,329	5/5/1992	Helmut Pieper			6/20/1990
R.S.	AI	5,199,062	3/30/1993	Von Meister et al.			11/8/1991
R.S.	AJ	5,309,505	5/3/1994	Szlam et al.			5/20/1991
R.S.	AK	5,310,349	5/10/1994	Daniels et al.			4/30/1992
R.S.	AL	5,311,422	5/10/1994	Loftin et al.			6/28/1990
R.S.	AM	5,384,841	1/24/1995	Adams et al.			10/27/1993
R.S.	AN	5,416,694	5/16/1995	Parrish et al.			2/28/1994
R.S.	AO	5,469,491	11/21/1995	Morley, Jr. et al.			2/2/1994
R.S.	AP	5,511,112	4/23/1996	Aleksander Szlam			4/29/1994
R.S.	AQ	5,533,115	7/2/1996	Hollenbach et al.			11/4/1994
R.S.	AR	5,535,256	7/9/1996	Maloney et al.			5/3/1995
R.S.	AS	5,583,965	12/10/1996	Douma et al.			9/12/1994

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FORM PTO-1449, Adapted

LIST OF INFORMATION DISCLOSED BY APPLICANT*(Use several sheets if necessary)*

ATTY. DOCKET NO. 07117.105017	SERIAL NO. 10/733,137	FILING DATE December 11, 2003
APPLICANT Baggenstoss et al.		GROUP 2614

U.S. PATENT DOCUMENTS

EXAMINER INITIAL		DOCUMENT NUMBER	DATE	NAME	CLASS	SUBCLASS	FILING DATE IF APPROPRIATE
R.S.	BA	5,590,188	12/31/1996	Gary B. Crockett	—	—	2/17/1995
R.S.	BB	5,594,791	1/14/1997	Szlam et al.	—	—	10/5/1994
R.S.	BC	5,597,312	1/28/1997	Bloom et al.	—	—	5/4/1994
R.S.	BD	5,633,924	5/27/1997	Kaish et al.	—	—	12/11/1995
R.S.	BE	5,659,768	8/19/1997	Forbes et al.	—	—	5/12/1995
R.S.	BF	5,675,637	10/7/1997	Szlam et al.	—	—	5/16/1995
R.S.	BG	5,696,811	12/9/1997	Maloney et al.	—	—	6/20/1996
R.S.	BH	5,703,943	12/30/1997	Mary Rita Otto	—	—	10/16/1995
R.S.	BI	5,721,770	2/24/1998	Joylee E. Kohler	—	—	7/2/1996
R.S.	BJ	5,727,950	3/17/1998	Cook et al.	—	—	5/22/1996
R.S.	BK	5,738,527	4/14/1998	Steven W. Lundberg	—	—	8/8/1996
R.S.	BL	5,745,109	4/28/1998	Nakano et al.	—	—	6/17/1996
R.S.	BM	5,757,644	5/26/1998	Jorgensen et al.	—	—	7/25/1996
R.S.	BN	5,790,798	8/4/1998	Beckett, II et al.	—	—	5/31/1996
R.S.	BO	5,818,907	10/6/1998	Maloney et al.	—	—	8/4/1997
R.S.	BP	5,825,869	10/20/1998	Brooks et al.	—	—	4/23/1996
R.S.	BQ	5,827,071	10/27/1998	Sorensen et al.	—	—	8/26/1996
R.S.	BR	5,833,468	11/10/1998	Guy et al.	—	—	1/24/1996
R.S.	BS	5,861,881	1/19/1999	Freeman et al.	—	—	2/8/1996

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U.S. PATENT DOCUMENTS

EXAMINER INITIAL		DOCUMENT NUMBER	DATE	NAME	CLASS	SUBCLASS	FILING DATE IF APPROPRIATE
RS	CA	5,877,954	3/2/1999	Klimasauskas et al.			5/3/1996
RS	CB	5,903,641	5/11/1999	Alan V. Tonisson			1/28/1997
RS	CC	5,904,485	5/18/1999	David M. Siefert			11/4/1994
RS	CD	5,911,134	6/8/1999	Castonguay et al.			10/12/1990
RS	CE	5,915,973	6/29/1999	Hoehn-Saric et al.			3/11/1997
RS	CF	5,937,037	8/10/1999	Kamel et al.			1/28/1998
RS	CG	5,943,416	8/24/1999	Doug Gisby			2/17/1998
RS	CH	5,946,375	8/31/1999	Pattison et al.			5/12/1997
RS	CI	5,946,387	8/31/1999	Alex Miloslavsky			2/19/1997
RS	CJ	5,947,747	9/7/1999	Walker et al.			5/9/1996
RS	CK	5,957,659	9/28/1999	Amou et al.			6/5/1997
RS	CL	5,963,635	10/5/1999	Szlam et al.			12/12/1996
RS	CM	5,971,271	10/26/1999	Wynn et al.			6/24/1997
RS	CN	5,991,394	11/23/1999	Dezonno et al.			2/5/1998
RS	CO	6,014,134	1/11/2000	Bell et al.			8/23/1996
RS	CP	6,038,544	3/14/2000	Machin et al.			2/26/1998
RS	CQ	6,039,575	3/21/2000	L'Allier et al.			10/24/1996
RS	CR	6,044,355	3/28/2000	Crockett et al.			7/9/1997
RS	CS	6,044,368	3/28/2000	James Karl Powers			4/30/1998

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Baggenstoss et al.

GROUP

2614

OTHER REFERENCES (Including Author, Title, Date, Pertinent Pages, Etc.)

PS	GA	Levinson et al.; <i>Chess Neighborhoods, Function Combination, and Reinforcement Learning</i> ; Institution of Electrical Engineers; 2003; INSPEC Abstract No. C2002-07-7830D-012
PS	GB	NICE Systems; <i>NICE to Launch Integrated e-Learning Solution Through Partnership With Astound</i> ; News Release; December 4, 2000
PS	GC	Skowronek, Larry; <i>Aspect eWorkforce Management v6</i> ; July 30, 2001
	GD	Syntora.com; <i>Syntora Agentivity</i> ; (2003); 14 pages
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PS	FA	6,535,600 B1	3/18/2003	Fisher et al.			12/6/1999
PS	FB	6,553,114 B1	4/22/2003	Fisher et al.			12/6/1999
PS	FC	6,559,867 B1	5/6/2003	Kotick et al.			11/24/1999
PS	FD	6,628,777 B1	9/30/2003	McIlwaine et al.			11/16/1999
PS	FE	2003/0033184 A1	2/13/2003	Benbassat et al.			6/10/2002

FOREIGN PATENT DOCUMENTS

		DOCUMENT NUMBER	DATE	COUNTRY	NAME	TRANSLATION YES NO.	
PS	FF	WO 98/22864	5/28/1998	PCT	Mann et al.		

OTHER REFERENCES (Including Author, Title, Date, Pertinent Pages, Etc.)


PS	FG	ACTV NET Debuts eSchool Online; Business Wire; 24 March 1997; pp. 03241287
PS	FH	Armstrong, <i>Electronic Mail Order for Distance Learning</i> ; IEEE Colloquium on Commercialising the Internet; pp. 4/1-4/4; 02/1997
PS	FI	Call Center E-Journal; <i>Telvista Integrates eLearning and Quality Monitoring</i> ; August 2001; pp. 8 - 12
PS	FJ	Click2learn; <i>Click2learn Unveils New Platform; Takes Aim at e-Learning Industry's Shortcomings</i> ; Press Release; June 4, 2001
PS	FK	Click2learn; <i>Aspen: The Next-Generation e-Learning Platform</i> ; (2001)
PS	FL	Curilem et al.; <i>Considerations for the Design of a Tutoring System Applied to Diabetes</i> ; Proceedings of the 22 nd Annual EMBX International Conference; July 23-28, 2000; pp. 2811-2814
PS	FM	Cybulski et al.; <i>Teaching Systems Analysis and Design Using Multimedia and Patterns</i> ; IEEE; 2000; pp. 113-122
PS	FN	Envision Telephony; <i>Click2Coach</i> ; (2001)
PS	FO	Envision Telephony; <i>What Makes Your Contact Center Agents Truly Effective</i> ; (2001)
PS	FP	Fletcher, Scotty; <i>Companies turn to the Virtual Classroom</i> ; dbusiness.com; May 25, 2000
PS	FQ	Granić et al.; <i>User Interface Aspects of an Intelligent Tutoring System</i> ; 22 nd Int. Conf. Information Technology Interfaces ITI 2000, June 13-16, 2000; pp. 157-164

EXAMINER 	DATE CONSIDERED 1/4/07
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ATTY. DOCKET NO. 07117.105017		SERIAL NO. 10/733,137		FILING DATE December 11, 2003			
APPLICANT Baggenstoss et al.				GROUP 2614			
U.S. PATENT DOCUMENTS							
EXAMINER INITIAL		DOCUMENT NUMBER	DATE	NAME	CLASS	SUBCLASS	FILING DATE IF APPROPRIATE
RS	EA	6,163,607	12/19/2000	Bogart et al.			11/3/1998
RS	EB	6,170,014 B1	1/2/2001	Darago et al.			3/18/1999
RS	EC	6,171,109 B1	1/9/2001	Setsuo Ohsuga			6/18/1997
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R.S.	DB	6,058,163	5/2/2000	Pattison et al.			5/12/1997
R.S.	DC	6,067,537	5/23/2000	O'Connor et al.			12/22/1998
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